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Merchant Management System Manual

¿What is the Merchant Management System?

MMS is SafetyPay's web platform designed to provide merchants an easy, intuitive way of accessing account profile information, transaction reports, initiate refunds and manage their account.

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Manage your account

User Name: [_____] *

Password: [_____] *

[Log In]

¿What can be done through the MMS?

The MMS has the following Menu options :

1.- Operations

1.1- Account Activity
1.2- Operations
1.3- Reports

2.- Services

2.1- Refunds

3.- Profiles

3.1- General Information
3.2- Bank Accounts
3.3- Notifications
3.4- Credentials
3.5- Branding

4.- Settings

4.1- Users
4.2- Change Password

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1.- Operations

1.1- Account Activity

All the transactions and their statuses can be seen in the **Account Activity** option.

Available filters:

1.   Status
Purchase Pending, Complete, Notification Confirmed to merchant, etc.

2.   Period
Today, Current Week, Current Month, Custom.

3.   Other Filters
Transaction ID, Operation ID, Order Number.

Main Transaction Statuses

Purchase Pending   An **Active** transaction pending payment and not yet expired

Purchase Complete   Transaction **Paid** succesfully

Notifcation Confirmed   Paid Transaction successfully **Notified** to merchant (Email or WS)

Refund Requested   **Refund** requested by merchant

Refund Approved   **Refund** credited to client and discounted from next settlement

Transaction Expired   **Expired** transaction that will not be available for payment

Claim Requested   **Claim** to SafetyPay to void a payment (Fraud, Bank Claim)

Claim Approved   **Claim** approved from both SafetyPay & Merchant and discounted from next settlement

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1.- Operations

1.2- Operations

Operations provides a detail account report with the option to filter by the following valuesL:

1. Account
Merchant's settlement account
2. Period
Today, Current Week, Current Month, Custom
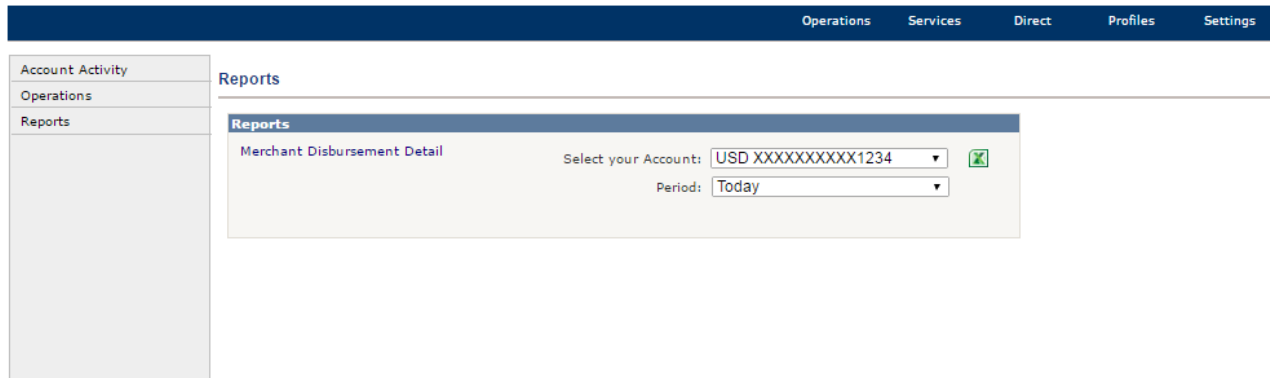3. Operation Type and Status
Sales, Refund, Claims and Status of the operation

1.- Operations

1.3- Reports

Reports provides a detailed settlement report by bank account with the ability to export the report into an Excel.

Available filters:

1. **Account**

Bank account where SafetyPay pays the merchant.

2. **Period**

Today, Current Week, Current Month, Custom.

Settlement Report Structure

	Date (GMT)	Reference No	Trans ID	Country	Reservation Number	Order No	Amount	Commission	Tax	Net Amount	
Total Deposit	4/1/2017 5:44 AM	MS17091648196626					2,061.35	32.31	5.81	2,023.23	**Completed**
1	3/31/2017 9:30 PM	0117090993949349	993949		121994193		80.17	3.00	0.54	76.63	Sales
2	3/31/2017 6:38 PM	0117090986587187	986587		333132932		306.11	3.36	0.61	302.14	Sales
3	3/31/2017 6:15 PM	0117090989504704	989504		341161153		721.67	7.94	1.43	712.30	Sales
4	3/31/2017 5:38 PM	0117090985244444	985244		129291598		158.45	3.00	0.54	154.91	Sales
5	3/31/2017 5:02 PM	0117090985010210	985010		848244794		78.99	3.00	0.54	75.45	Sales
6	3/31/2017 7:12 PM	0117090988053853	988053		416903592		108.05	3.00	0.54	104.51	Sales
7	3/31/2017 7:07 PM	0117090989165365	989165		878473069		250.11	3.00	0.54	246.57	Sales
8	3/31/2017 6:18 PM	0117090983419219	983419		623446899		199.35	3.00	0.54	195.81	Sales
9	3/31/2017 5:38 PM	0117090986430830	986430		149904347		158.45	3.00	0.54	154.91	Sales
Total Deposit	4/2/2017 5:44 AM	MS17093128370501					367.11	6.04	1.09	359.98	**Completed**
1	4/1/2017 7:07 PM	011709...9537					90.79	3.00	0.54	87.25	Sales
2	4/2/2017 4:21 AM	011709...0577					276.32	3.04	0.55	272.73	Sales

Callout labels:
- **Payment Date (GMT)** → Date (GMT)
- **SafetyPay Reference No** → Reference No
- **Shopper's Payment Code** → Trans ID
- **Payment Country (if applies)** → Country
- **Merchant's Reference No** → Reservation Number
- **Merchant's Reference # 2 (if applicable)** → Order No
- **Net amount to pay to merchant** → Net Amount
- **Sales Amount** → Amount
- **SP Commission** → Commission
- **Country's Tax** → Tax
- **Operation's Type**

Daily Schedule of payments according to contract (48hrs minimum)

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2.1- Refunds Step 1

Refunds allows the merchant to request a partial or total refund. You must first select the paid transaction that requires a refund.

Available filters:
1. **Date**
From Date – To Date
2. **Transaction ID**
Shopper's Payment Code
3. **Reservation Number**
Shopper's Reference (Reservation, Order, Reference)

2.1- Refunds – Step 2

Step 2 provides details of the operation (Bank, Amount, Currency, Payment Code and Payment Country)

Previous **Partial Refunds** (if any) will also be displayed.

Once the operation is confirmed, continue with **Next Step**.

2.1 Refunds – Step 3

Step 3 requires additional inofrmation (Total/Partial Refund, Amount of Refund, Shopper Email, Phone and Reason for the refund). Once this step is confirmed, SafetyPay automatically sends an email to the shopper requesting additional information to process and complete the refund. The processing time takes approximately 3 -5 business days.

○ Total ○ Partial

Returned amount: 0.00 *

Merchant Refund ID:

Shopper e-mail: *
An automatic email will be sent to the shopper to confirm his/her data

Contact Phone:

Reason: Product damaged on transit ▼ *

Comments:

Confirm

Total or Partial Refund

Amount to Refund (Sales Currency)

Refund Reference No (If applies)

Shopper's Email (Sends Form)

Shopper's Telephone number

Reason for the refund

Additional comments for SafetyPay about the refund

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3.- Profiles

In the Profiles menu there's a collection of configuration options for the account. They are available only for the Administrator. These options are:

General Information	Profile and Account Information
Bank Accounts	Payment **Accounts** for settlement
Notifications	Configuration for payment **Notifications** (URL and/or email)
Credentials	**Technical (API)** Credentials to generate transactions
Branding	Merchant's **Logo** (GIF, JPG, PNG)

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3. Settings

In the Settigns menu there are two options. **Change Password** will let you reset the password of the current user. The option **Users** lets the Administrator create users, edit users and reset passwords.

Change Password

Users

3.1 Users

Add New User

Edit user

Search for a specific user using Filters

Select user to reset the password

Reset password for selected users

Users Management

Operations	Services	Direct	Profiles	Settings

UserName: _____

First Name: _____

Last Name: _____

Status: ○ Inactive ● Active

Search

* Required Fields

➕ Add new user   🔄 Refresh

	First Name	Last Name	UserName	Profile	Active	☐
✏️	M_TEST	M_TEST	M_TEST	Administrator MMS	☑	☐
✏️	Antonio	Rolando	arolando@safetypay.com	Administrator MMS	☑	☐
✏️	Ralf	Ohlhausen	rohlhausen@safetypay.com	Administrator MMS	☑	☐
✏️	Juan	Siesquen	jsiesquen@safetypay.com	Administrator MMS	☑	☐
✏️	Frank	Breuss	fbreuss@safetypay.com	Administrator MMS	☑	☐

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Reset Password

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3.1 Users – Add new User

When selecting **Add New User** a window will be displayed requiring new user information.

It has to be an email address that hasn't been previously registered

Select the profile for the new user: Administrator, Operator, Operation Consult

Check this box to actívate the account

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3.1 Users – Edit User

When clicking the pencil, a window will be displayed to allow editing the user information, except for the UserName.

	First Name	Last Name	UserName	Profile	Active	☐
🖉	M_TEST	M_TEST	M_TEST	Administrator MMS	☑	☐

First Name: M_TEST *

Last Name: M_TEST *

UserName: M_TEST *

Profile: Administrator MMS ▾ *

Active: ☑

The First name and Last name can be edited

The profile associated can be changed

Confirm/Cancel changes

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